

Minutes

Western Region Council Meeting

August 21, 2008
Sevier Valley Center
Richfield, Utah

Attendance: Mike Beacco, Rick Blackwell, Lois Bulloch, Joe Christopher, Ivan Cowley, Cody Gower, Cindy Greathouse, Lloyd Loveless, Blair Painter, Sandi Phillips, Stewart Shafer, Roene Shaw, Lavoy Starley, Jan Thompson, Rich VanAusdal

Youth Council: Mike Beacco, Patrick Charles, Lynnette Robinson, Steve Schofield

DWS Staff: Ann Barnson, Lorri Economy, Mary Excell, Lela King, Kathy Leydsman

Guests: Marshall Topham

Excused: Karen Alvey, Wayne Shamo, Dale Peel, Larry Pearson, James English, David Kinder, Leon Stewart, Joe Bernini, Dana Miller, Jennifer Lyon, John Slade

Absent: George Cross, Kristie McMullin, Lis Barker, Glenn Greenhalgh,

Minutes: Jolene Bundy

Educational Session

Welcome – Joe Christopher

Joe welcomed everyone to the meeting and introduced Marshall Topham, the guest speaker. Marshall is the Assistant to the School Superintendent over the Secondary Schools in Washington County.

Marshall told the council what the school district is doing in Washington County concerning the No Child Left Behind law. He talked about the things they do not like about the law but also discussed some benefits of the program and its influence within the schools and how they teach.

- * He said they are trying Team Teaching in Washington County and explained how it works.
- * He talked about techniques in teaching, the importance of parent involvement, Tools for parents, early intervention, and formative assessment.
- * He talked about professional staff development, expanded education opportunities, College independent Study, and concurrent enrollment with Dixie State University.
- * He said Cell Phones are their biggest problem now and talked about the millennial generation and the challenges to motivate them for a desire to learn.

Joe Thanked Marshall for coming then dismissed everyone to go to the committee meetings.

LUNCH was served.

AFTERNOON SESSION

Welcome – Joe Christopher

Approval of Minutes – Joe Christopher

Joe presented the minutes from the last meeting and asked if there were any changes or a motion to approve them. Blair Painter pointed out the date at the bottom said minutes from the February 21 meeting. Jolene said she would make that change. Ivan Cowley made a motion to approve the minutes. Rich VanAusdal seconded the motion. The minutes were approved.

Agenda Item – New Co-Chair

Joe said we need a new Co-Chair from the six county areas as Dale's term is up. Cody Gower nominated Sandy Phillips. Ivan Cowley seconded the nomination and made a motion it be by acclamation. Joe made a motion to nominate Sandy by acclamation. A vote was unanimous to approve Sandy as the new Co-Chair from the six county areas.

Agenda Item – Reality Store Presentation – Ann Barnson

Ann said there had been six Reality Store events held in the Region in the last few months. The reality store provides local youth a glimpse into the daily responsibilities of adulthood. She showed a slide show of the youth at the events throughout the region. She said the youth help plan and present the event. Ann Explained what the reality store is for new members that are not familiar with the event. She said the event is to encourage the youth to stay in school and get a good education.

- * Ann said they started in February in St. George at the DixieATC, In Kanab at the High School, in Delta at the community center. The Manti area event took place in Ephraim at Snow College, in Richfield at Snow College Richfield, and in Cedar at the Paiute Indian Tribe.
- * Ann said there were 86 Kids that attended in St. George, and 49 volunteers staffed the booths, served the food, etc.
- * There were 71 Kids in Kanab, 75 in Delta, 108 in Manti, 90 in Richfield, 83 in Cedar City who attended for a total of 513 Youth participating, and 108 volunteers to help man the booths and put it on.
- * It also served as the WIA Leadership Citizenship Project so the youth helped plan it, set it up and take it down, with media coverage.
- * Ann explained how the event worked. She said the youth chose life situations, careers, families, and schooling, started out with a bank account, and then had to manage it just as they would in real life. Most of the youth went first to get a big expensive vehicle, and usually had to trade that one off for a more reasonable one they could afford. Some of them came back for a second or third job to help pay

the bills. Some kids decided to take on roommates, or get married to increase their incomes.

- * Ann said the man staffing the automotive booth in St. George gave the youth a credit score when they came to buy a vehicle. Then he would tell them what vehicle they could afford with the credit score they had and showed them that with a good credit score they could get the vehicle cheaper based on their credit score.
- * Jan mentioned the Fickle Finger of Fate booth where they chose unexpected life situations. They could be good like getting an inheritance from a long lost aunt, winning the lottery, or something bad like breaking an arm and not being able to go to work, being involved in a car accident and totaling their car, and things much unexpected they had to deal with.
- * Ann said that at the end they did a wrap up asking the youth what they had learned and how they felt about the event. Some of the comments included: They wanted more instructions, better food, wanted to work with real money, wanted music playing in the background, some wanted better jobs, and some wanted a better ending. However, as Ann pointed out, they were life situations that do not always have a better ending. They wanted more information on how to save money. Ann said that was a good idea and they will work on that for next time. Ann said it also taught them to bargain.
- * Other comments from the youth included: One said he learned he needed to finish high school. One said he was more interested in going on to college now. One said he should pay more attention in math. Ann said this is what they hoped the event would do. A lot of them said they do not want children because they were too expensive. It was a real life learning experience for the youth and they had some good responses from them.
- * Marshall Topham said he took the youth from his school to the one in St. George and they all loved it and learned a lot.

Agenda Item: Region Update – Jan Thompson

Economy

Jan said the change in the economy means more business for DWS. Unemployment claims have gone up and the number of cases of those needing assistance has gone up.

Call System

- * She said DWS has added processes to make it easier for customers to contact us and receive the services they need. Going to 4-10 hour days has extended the hours in the morning and afternoon making it easier for those working from 8 to 5. We have helped make getting services easier by having them available on line.
- * The Western region implemented a new call system making it possible for customers to file applications for services by phone or on line. All customers call on the phone for interviews unless they want a person contact.
- * Western Region is into the second month doing this process.
- * There were a few problems such as finding out the Cedar City office did not have enough phone lines to handle it.
- * She said the customers all seem to like it. It saves them time and gas money having to come into the office.

- * She invited all of the council members to go into the employment center nearest to them, observe how it works, and listen to the calls coming in.
- * Joe asked about the phone numbers. Jan said the customers call the employment center nearest to them then they use an 800 number to call into a Queue and someone in any of the offices may get the call. Example: Customers from Manti may talk to someone in St. George. Employees do not identify themselves so the customers would never know they are not talking to someone in the office nearest to them. Once a customer has a caseworker, they use an 800-phone number to talk to their caseworker. The employee has a resource manual to help that customer find resources in their area. They can also use the 211 number and Utah cares to locate resources in that customer's area.
- * In regards to a question as to what the phone number is Jan said the phone number for the Queue is 866-435-7414. Right now, we provide this number only to customers that apply in the office who complete an application for services. The number will be available to the public when the application is available on the World Wide Web in the next few months.

eREP

Jan said that right now customers could only do an application on line by going into the employment centers. When this actually goes on line live, customers can be somewhere like the library, fill out the application, then get a confirmation with the 866-phone number. The Governors initiative to go to the 4-10 hour days spurred this change to ensure customers get the service they need.

- * All centers will be up and on line with eREP by June 2009. Western Region has gone from January 2009 to probably March or April of 2009 when we will go on line.
- * eREP replaces PACMIS, which is our payment system that also assists staff to determine eligibility. eREP is a rules system driven by the rules and policies of the different programs. Now the workers deal with about 60-80 different programs and have to know all the policies and regulations of all of those programs, and all the codes that go along with them. eREP will help them with those rules and policies.

4-Day Workweek

Because of the Governors new initiative, our offices are open from 7:00 AM to 6:00 PM Monday through Thursday, except for Piute and Wayne Counties. Because they are housed in the county building, the doors will only be open from 8:00 to 5:00 but the workers will be in the office and answering phones from 7:00 to 6:00. In Fillmore, they still go to the City offices but on Thursday rather than Friday.

- * State Government previously observed 11 holidays. Originally, because of the 10-hour days, they were going to take away 2 holidays – Columbus Day and Veterans Day, because those are the days the kids are still in school. However, they gave back Veterans Day probably because it is a patriotic holiday, honoring those serving the country in the armed forces rather than just one person.
- * This initiative is going to be a pilot for a year. At the end of one year, it they will reevaluate to see if it has worked the way, they expected it to.

- * A few issues had to be resolved with employees. Probably about 90% like it but there are some with childcare issues, school issues, second jobs, etc. we are working together to resolve these issues.
- * There have been customers coming in at 7:00 and staying until 6:00 and have expressed they like the extended hours.

Outcomes

Jan said there has been a lot of change but Western Region is up for the challenge and staff is working through the changes. The workers may be frustrated and stressed but they are very dedicated.

Agenda Item – State Council Update – Joe Christopher

Joe said he has been working with the automotive sector and a program to recruit auto technicians. They are putting brochures in automotive repair shops, dealerships, at the schools, and places where parents can see it to help encourage students to go into automotive careers.

- * A motorfest is being held on October 7 and 8 in Sandy. It is just a one day event so attendees can attend either day, on the 7th or the 8th. They are looking at having one in the southern end of the state, either Richfield or St. George if this one goes well.
- * The Council of Councils was planned for October 9 and 10. It is in a hold position right now. They are not sure if they are going to have it.

Health Care - Lorri Economy

As of June, they have addressed the shortage of post secondary faculty in health care and conducting a survey to determine the number of faculty needed in the next 5 years to meet the needs of the health care industry. They are looking at standardizing pre-requisites and conducting analysis of those. Concurrent enrollments will be addressed to make sure all credits transfer to other schools. They are looking at marketing tools to get word out to youth and professions, identifying needs of specific populations, and focusing on the Pathways.

Council of Councils – Joe Christopher

Joe asked about the councils of councils. Lorri said she was hearing it may be changed or canceled but nothing has been decided. Joe said as it stands right now it is scheduled for October 9 and 10 in Midway.

- * Ann said we had some outstanding customers nominated from our region. Our region won the outstanding dislocated worker customer. He is from Beaver and will be recognized at the Council of Councils if they have it. If not, he will be recognized along with the others that were nominated from our region at our region council meetings.

Agenda Item - Reports from Committees

Marketing and Economic Taskforces - Joe Christopher

Marketing and Economic taskforces met together. They talked about the automotive and health care sectors and the educational sector. The committee proposed having the

council formulate a letter to go to the board of Regents, the Governor, the legislators, the State Superintendent of Education, and who ever else they decided should receive it to let them know that we are concerned about the transfer of credits between higher education systems and they feel it should be addressed immediately. Lois made a motion to approve the motion to write the letter. Ivan Cowley seconded the motion. The Council approved the motion.

- * Jan asked who he wanted to draft the letter. He said Lorri and Kathy have a good idea as to what the committees wanted and could write a letter and send it out for the approval of the council before sending it to those mentioned. If anyone has further suggestions recipients of the letter, they can let Lorri know. He does not feel it should go to the schools. Rich said he felt the Regents would be the key group to receive the letter. They would send it to the key players. Joe said he and Sandy would sign the letter. We will send the letter to the legislatures only from the 11 county and not the legislatures from the whole state.
- * Lois asked if we would take it to the State Council. Joe did not think we needed to. Lorri said we could report it to the State Council in the region reports at the next meeting.

Youth Council – Mike Beacco

- * Mike said they welcomed a new member to the council.
- * Ann did an update on whom the new WIA youth counselors are in the western region. There are now 5 youth counselors in the region and Ann told who they were.
- * They reviewed the budget information and the outcome measures.
- * They discussed getting WIA services to the out of school youth. Ann and Steve Schofield talked about a dropout initiative started in Iron County. DWS works with the schools to be able to contact school dropouts and let them know what services are available through WIA. They will also send out a letter to the parents of those dropouts to let them know what services are available through WIA.
- * They talked about the basic education collaboration items provided by the state council and discussed the Western Region Council role in the initiative.
- * They talked about the Utah High School and College Career Pathways presentation from last region council meeting. Rich explained what is going on in the schools regarding the pathways, how they work, and what is going on at the state level as well as the local level.

Other business – Joe Christopher

Joe said on the Calendar of events – there will be a Health Care Career Day in Salt Lake City in February. Our regions Construction Career Days will occur again in Washington County and probably another one in the north end of the region somewhere. Iron County will be doing the manufacturing days again. Joe suggested that would be good for some of the other counties to look at.

Blair Painter made a motion to adjourn. Rick Blackwell seconded it. The meeting adjourned.

Next meeting - November 20 in Cedar.

Action Items May 17, 2007			
Item #	Person responsible	Action Item	Date to be completed
1.	Lorri / Kathy	Write a letter to key players involved in the transfer of credits between the higher education systems including the Board of Regents, the legislators from the 11 county regions, the Governor, and others they feel should know.	11/20/08
2.	Lorri / Kathy	Send the letter out to the Council members for approval before sending to those designated to receive it.	11/20/08

Conclusions/Decisions	
1.	The minutes from the May 15th meeting were approved with a change.
2.	They council voted Sandy Phillips in by acclamation as the new Co-chair from the 6 county region taking Dale Peels place.
3.	
4.	